

## **The Tempe Way**



### **MISSION:**

To make Tempe the best place to live, work and play.

### **VALUES:**

People... Integrity... Respect... Openness... Creativity... Quality...

## **COMMUNICATIONS SUPERVISOR**

### **Purpose:**

To actively support and uphold the City's stated mission and values. To plan, organize and supervise emergency communications operations (i.e. 911 call center and dispatch functions) within the Communications Bureau for an assigned shift, and to perform the more complex duties related to emergency communications. When assigned to training this classification is responsible for developing, implementing, and coordinating curriculum development, program management, and individual and congregate instruction for the 911 call center and dispatch functions within the Communications Bureau.

### **Supervision Received and Exercised:**

Receives general supervision from Communications Administrator and other supervisory or management staff.

Exercises direct supervision over Communications Dispatcher I and II staff assigned to a designated shift.

### **Examples of Duties:**

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Plan, prioritize, assign, supervise and review the work of staff involved in emergency communications for an assigned shift; develop staff work schedules and make daily work assignments.
- Participate in the selection of staff; may provide or coordinate staff training.
- Prepare subordinates' performance evaluations and confer with subordinates to review goals and progress; counsel staff; prepare, administer or oversee appropriate

*Effective December 1998*

*Revised November 2001 (range adj due to market)*

*Revised January 2002 (title changed)*

*Revised June 2002 Minimum Qualifications*

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### Communications Supervisor (continued)

#### Police Department

remedial training, instruction and discipline of subordinates as necessary; address issues and conflicts among subordinates, emergency responders and other agencies.

- Investigate and resolve complaints by communicating with the general public, subordinates, peers, supervisors, and other agencies; utilize sophisticated logging recorder equipment to document complaints; recommend corrective action as necessary.
- Investigate and document unusual and/or “major events”, and provide appropriate notification.
- Determine the correct call outs of off-duty police and volunteer personnel by assessing the seriousness of the situation within the constraints of procedures.
- Make sound decisions and react quickly and positively under stressful conditions, which typically entail the life or well being of a citizen or officer; remember details and procedures to appropriately apply them instantly in emergency situations.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications.
- Collaborate with Communications Administrator and other Communications Supervisors regarding supervisory and administrative concerns.
- Act as liaison to the media during evening and weekend hours; answer questions and provide information to other staff in the Tempe Police Department, the public, other police agencies, other City departments, or other federal, local and state agencies.
- Prepare, or ensure preparation, of regular and special reports on operations and activities.
- Monitor and troubleshoot electronic communications equipment; coordinate repairs with various contracted technicians, as necessary; ensure maintenance of a secure, orderly premises.
- Maintain special events/activity book.
- Perform duties of Communications Dispatcher I and II personnel as necessary, demonstrating associated competencies, as required.
- Perform other related duties as assigned.

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### When assigned to Training:

- Collaborate with Communications Administrator in analyzing and planning employment standards, training, and associated examination.
- Compose, assemble, procure, and coordinate use of instructional documents for the training process, which meet applicable Federal, State and local rules and regulations.
- Deliver individual and group instruction to Communications staff, Police Academy cadets, and Police Citizen Academy participants.
- Coordinate other instructors, as necessary or directed.
- Establish and maintain training manual and automated records of staff instruction and certification.
- Provide remedial instruction to personnel when necessary.
- Develop and implement a continuing education program for communications personnel to include training updates, policies and procedures.
- Perform all other duties associated with being a Communications Supervisor.
- Perform duties of a Communications Dispatcher I and II personnel as necessary.

### **Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### **Experience:**

Two years of increasingly responsible experience in dispatching or receiving or processing emergency public service calls in a Computer Aided Dispatch, 911, or police related area and one year experience as a City of Tempe Dispatcher II.

#### **Training:**

Equivalent to the completion of the twelfth grade.

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**Licenses/Certifications:**

Possession of Terminal Operator Certification awarded by the Arizona Department of Public Safety.

**This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 104.**

**Job Code: 1780**

**Salary Range: 32**

**Compensation Plan: P40 / Regular**

**FLSA: Non-Exempt**